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VAIBHAV NAIK

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SUMMARY

Full Stack Senior Salesforce Developer with over 4.5+ years of expertise crafting intricate solutions and optimizing processes for peak efficiency. Proficient in Apex, AURA, and LWC, consistently delivering impactful solutions, and leveraging data activity. Continuously striving to maximize results through strategic development, promoting effectiveness, and elevating client success.

CERTIFICATIONS - 9x Salesforce Certified

Salesforce Administrator	|	**Salesforce Advanced Administrator**	|	**Service Cloud Consultant**
Salesforce Platform App Builder	|	**Salesforce Platform Developer I**	|	**Platform Developer II**
Salesforce JavaScript Developer I	|	**Salesforce Sharing and Visibility Architect**	|	**Salesforce Associate**

Professional Experience

Team Lead	**ACCENTURE, Pune**	**Dec 2022 - Nov 2023**

- Led a small-scale project focused on packaging a streamlined functionality to benefit service agents across multiple organizations. The goal was to provide a user-friendly solution that enhances efficiency and effectiveness in their respective roles.
- Enhanced Community Portal security by analyzing and addressing concerns. Implemented a token-based solution for session authorization, ensuring robust identification, even with third-party cookie-based logins on the Guest User Portal.
- Actively engages in team building through interviews, mentoring, guiding in client work, and feedback sessions. Committed to fostering a collaborative environment and continually seeking improvements.

Senior Analyst		**Jun 2021 - Nov 2022**

- Optimized the intricacies of the current subscription data model while aligning the user interface (UI) to harmonize with the new data model. The result is a simplified and user-friendly experience for customers.
- Made things easier for our team by splitting up the work item functionality from the Case Object. Worked on the code and helped out with moving the data around too. All in the name of keeping Service Cloud functionalities smooth.
- Integrated Connect AI an in-house Chatbot implementation on Community Portal which requires authorization and making it publicly available with keeping the tokens cached on server & client side
- Helped the Product Team to efficiently build Knowledge Articles right from the early development Stages with the help of Rest API which allows them to create, edit, publish Articles on the fly and even attach Products and topics to Articles and help them to boost their productivity by 60% during the release window.

Senior Software Engineer	**BRILLIO, Pune**	**Oct 2020 - May 2021**

- Simplified Multilevel field dependencies by implementing a CSV-based configuration, enabling business-friendly management and eliminating complexities associated with standard configurations. This streamlined processes, enhancing efficiency.
- Addressed slow load time challenges stemming from a densely populated list of AURA components by transitioning to the LWC framework. Converted a majority of AURA components, resulting in a significant 30% reduction in load times.
- Provided Salesforce training to new recruits and actively contributed to their professional development through resource grooming activities.

Software Engineer		**April 2019 - Sept 2020**

- Implementing interactive Einstein Chatbot with lightning flows on Community Portal to help customers resolve their queries regarding status of service requests and thus eliminating the need of full-time resources for helping customers.
- Exposure to working on Agile Framework and handling all kinds of deployments like Change Sets, Metadata based and Git based using DevOps.

Software Developer	**FREELANCE, Nashik**	**November 2015 - February 2019**

- Call Center App providing call feature for internal as well as external community users.
- Salesforce Configuration & Customization

EDUCATION

BE in Computer Engineering   S. P. Pune University   Pune   Distinction   August 2012 - June 2015

AWARDS & ACHIEVEMENTS

2022   Accenture Excellence Award
2020   BRILLIO HACKATHON   1st Prize